

IMMUNIZATION PROGRAM UPDATE

January 23, 2007

Third Party Vaccine Distribution Update for LHJ Conference Call**Working with McKesson**

Washington will begin using the McKesson Specialty services to distribute vaccine beginning February 5th, 2007. Providers will place vaccine orders through their local health department for approval. The orders will be processed by the State Department of Health, and then vaccine will be shipped to the provider's office from McKesson Specialty a division of McKesson dedicated to the CDC's childhood vaccine program. McKesson has a history of success in the distribution of vaccines and other pharmaceuticals. We are looking forward to working with McKesson as we change the way we do business to improve the business of public health vaccine distribution.

McKesson Order Processing:

- McKesson will process orders Monday, Tuesday and Wednesday
- Orders should arrive in provider offices Tues., Weds., or Thurs.
- McKesson will receive orders from the CDC each day at 9:00AM
- McKesson will process orders until 9:00PM each day.
- Orders will be divided by McKesson based on limitations on receiving;
 - Provider orders with delivery M-F during regular business hours will be processed immediately.
 - Providers orders requiring special handling will be reviewed, special instructions clearly marked on the shipping label for easy identification by the carrier, and then processed.
 - Every effort will be made to ship vaccine so that it arrives within the time frame prescribed by the provider for receiving vaccines.
- Vaccine shipments will be made within 3 -5 days of receipt by McKesson
- Providers should expect their orders within 10 – 14 days from the time they place their order with the LHJ

Process When Vaccine Cannot be Delivered:

- Vaccine is packed to maintain the cold chain for 72 hours (3 days).
- If delivery cannot be made, FedEx (or the appropriate carrier) will notify McKesson.
- McKesson will notify the Department of Health Immunization Program CHILD Profile about the inability to deliver the vaccine.
- The Department will work with the LHJ and provider to determine why the vaccine could not be delivered.
- If the problem is resolved the vaccine will be re-routed (if it can be delivered within the 72 hour time frame) to the provider.
- If the problem is not resolved, the vaccine will be returned viable to McKesson, and arrangements made to reship to the provider at another time.
- The department will work with the LHJ to re-order and if necessary correct any information that made it impossible to deliver the vaccine.
- The Department of Health Immunization Program will be the primary contact with McKesson.

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Vaccine Packaging and Recycling:

- McKesson uses high quality Styrofoam inserts in card-board boxes.
- Each package comes with return postage labeling so the packages can be returned via mail to McKesson for re-use. (We are very pleased with McKesson's effort to be earth friendly!)
- Packages are all marked with "Refrigerate on Arrival," and "Medical Shipment," stickers.
- Each package comes with a temperature monitor that is easy to read – if the temperature monitor reads, "OK," then the cold chain has been maintained.
- We will have photos posted on the web-site very soon.

Vaccine Returns:

- **LHJs will direct providers to either:**
 - Return non-viable (unopened spoiled or expired vaccines) to the LHJ for return processing
 - OR**
 - Return non-viable (unopened spoiled or expired vaccines) directly to McKesson for return processing
- ***In all cases***, the provider must completely fill out the standardized Washington State Vaccine Return Form, and provide a copy to the LHJ as well as including a copy with the returned vaccine. LHJs are to ensure that a copy of each return form be provided to the Washington State Department of Health Immunization Program CHILD Profile.
- Vaccines can be returned to McKesson via mail using a container from a previously shipped vaccine order. The mail return tag information is on the shipping carton.

Ground Carriers:

- FedEx is McKesson's primary ground carrier.
- McKesson can and will utilize DHL or UPS as needed if vaccine delivery is not possible via FedEx.
- McKesson is currently checking zip codes of Washington providers to ensure that FedEx will deliver, and in instances where there is an issue, the appropriate alternative carrier will be identified.